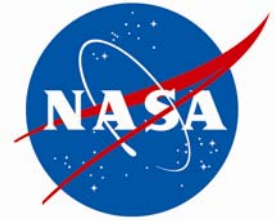


National Aeronautics and Space Administration



## NASA SHARED SERVICES CENTER

# External Awards Service Delivery Guide

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NSSC-HR-SDG-0017  
Revision: B  
December 19, 2007

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**RELEASED - Printed documents may be obsolete; validate prior to use.**

## Approved by

/s/ Kenneth L. Newton for  
Joyce M. Short  
Deputy Director

1/25/08  
Date

# Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	05/31/06	Basic Release
Revision A	03/27/07	<ul style="list-style-type: none"><li>• Changed SDG to match process</li><li>• Put in new template</li><li>• Changed flowcharts to cross functional flowcharts</li></ul>
Revision B	12/19/07	<ul style="list-style-type: none"><li>• Deleted Quarterly and Replaced with Semiannually</li><li>• In Metrics, deleted the row which said NSSC(SP) delivers Mementoes</li><li>• Updated flowcharts</li></ul>

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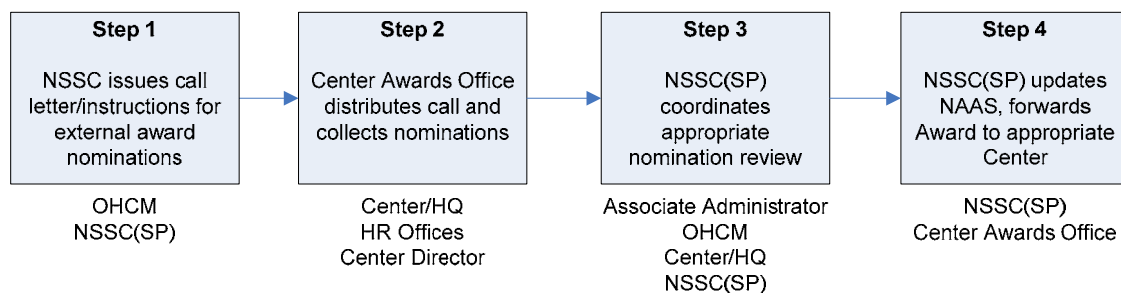
# External Awards

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## Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative support for NASA's External Awards. This process covers only those external awards that are available to NASA employees. NSSC Service Provider (SP) employees are responsible for reviewing Award Sponsor's Web sites, notifying Centers/Headquarters (HQ) semiannually of upcoming External Award due dates, reviewing nomination packages for compliance with award criteria, and updating the NASA Automated Awards System (NAAS).

## Process – External Awards



## Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p><b>OHCM NSSC(SP)</b></p> <p>NSSC issues call letter/instructions for external award nominations</p>	<p>The Office of Human Capital Management (OHCM) sends e-mail notification to NSSC(SP) of new calls or requests for External Award nominations. NSSC(SP) visits the Award Sponsor's Web site for award criteria, definition, and nomination form.</p> <p>Using the information on the Award Sponsor's Web site, NSSC will post and update External Awards on the NSSC Calendar.</p> <p>Send semiannual e-mail to Center/HQ Awards Officers informing them of nomination calls and due dates for External Awards. Follow up with monthly reminder of deadlines for nomination submissions.</p> <p><b>Output:</b> Centers notified of call for nominations.</p>	<p>Verify award criteria, check accuracy of award information on NASA People Web site, send e-mail regarding nomination call to Center/HQ Award Officers.</p>
<p>Step 2</p> <p><b>Center/HQ HR Offices Center Director</b></p> <p>Center Awards Office distributes call and collects nominations</p>	<p>The Center/HQ Human Resources (HR) Office reminds Center Organization/Departments of deadlines and receives nomination packages. The packages are then reviewed for compliance with Sponsor criteria, and if met, the approval letter is drafted for the Center Director's signature.</p> <p>The Center Director signs the approved package and returns to the</p>	<p>If the package is not in compliance with the Sponsor's criteria, the Center/HQ Awards Office returns it to the Organization/Department for corrections.</p>

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Roles and Responsibilities	Action	Tips
	<p>Center/HQ HR Office. Package is then sent to NSSC.</p> <p><b>Output:</b> Nominations package submitted to NSSC.</p>	
<p>Step 3</p> <p><b>Associate Administrator OHCM Center/HQ NSSC(SP)</b></p> <p>NSSC(SP) coordinates appropriate nomination review</p>	<p>NSSC(SP) prepares an approval package and routes it through OHCM for the Administrator's signature. The Administrator signs the package and OHCM returns it to the NSSC(SP) for submission to the Awards Sponsor prior to the deadline. The Sponsor then notifies NSSC(SP), who notifies the recipient's Center, and updates NAAS as necessary.</p> <p>Nominations not requiring Administrative approval/signature are submitted directly to the sponsoring organization by the nominating NASA employee.</p> <p><b>Output:</b> Approved and submitted Awards package.</p>	<p>Centers submit Awards directly to Awards' Sponsor unless Agency has limited number of submissions or if the Award requires Headquarters' signature.</p>
<p>Step 4</p> <p><b>NSSC(SP) Center Awards Office</b></p> <p>NSSC(SP) updates NAAS, forwards Award to appropriate Center</p>	<p>NSSC(SP) should be notified by the award sponsor of any NASA winners. In the event that the announcement is sent directly to the appropriate Center, Center Awards Offices need to inform NSSC(SP) to ensure NAAS is updated to reflect the appropriate award.</p> <p>NSSC(SP) forwards award materials to appropriate center for presentation.</p> <p><b>Output:</b> Award Presented.</p>	

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**Metrics**

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Update awards database	NAAS	Update NAAS for winning nominations.



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## System Components

### Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

### New Systems

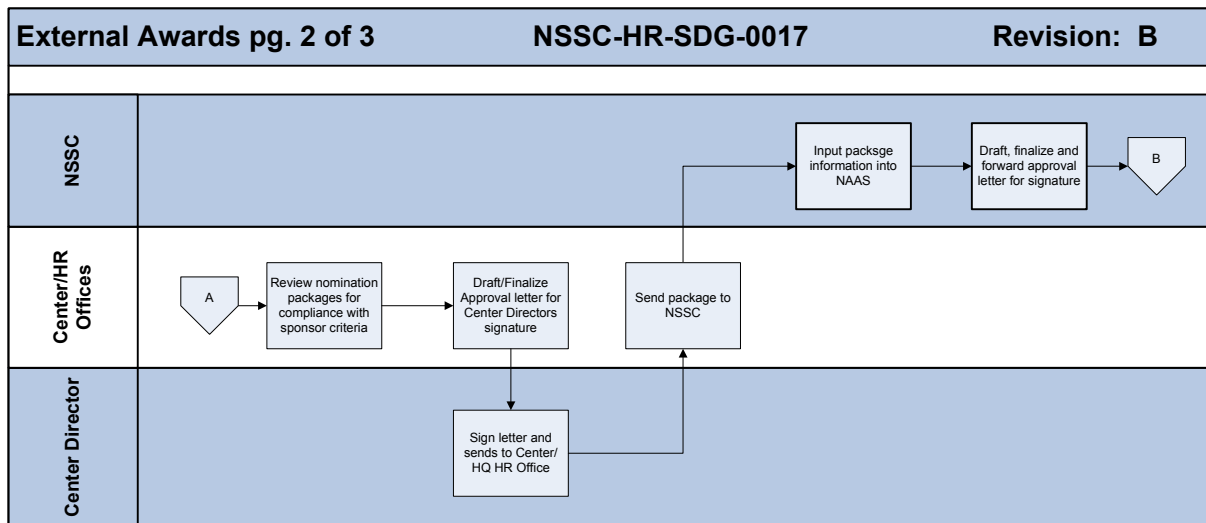
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account is used to validate access to NAAS.	NAAS interfaces with the NASA Organizational Profile System (NOPS) and FPPS to process monetary awards and to update civilian personnel roster.

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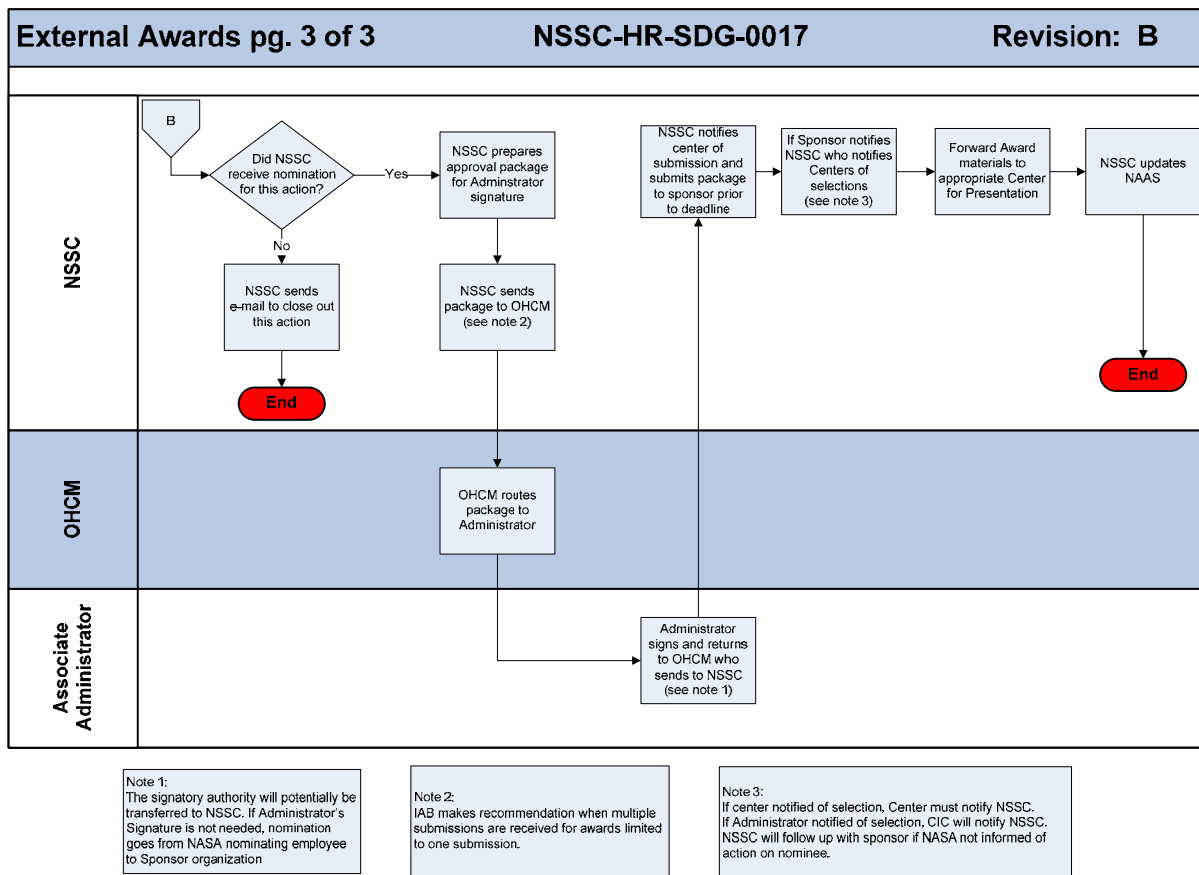
## **Customer Contact Center Strategy**

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

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NSSC	<pre> graph TD     Start([Start]) --&gt; OHCM[OHCM informs NSSC of New Calls or Requests for Nominations]     OHCM --&gt; Notify[Notify Center Department of individual deadlines]     Notify --&gt; Decision{Does this nomination need administrators approval?}     Decision -- No --&gt; Direct[Nominating Employee submits nomination directly to sponsoring organization]     Decision -- Yes --&gt; Forward[Forward nomination package to Center HR Office]     Forward --&gt; A[/A/]     A --&gt; Inform[If Center is informed of selection, courtesy copy is sent to NSSC]     Inform --&gt; Update[NSSC updates NAAS]     Update --&gt; Review[Review Award Sponsors Websites]     Review --&gt; Ensure[Ensure accuracy of information in Awards Calendar. Update calendar as needed]     Ensure --&gt; Publicize[Publicize External Awards with approved due dates on a semi annual basis]     Publicize --&gt; DirectHR[Direct which nomination submissions are done through Center HR Offices]     DirectHR --&gt; Remind[Remind HR Offices of upcoming deadlines via monthly e-mail]     Remind --&gt; Inform   </pre>				
OHCM					
Center/HR Offices					
Center Dept. Supervisors					
NASA Nominating Employee					



Any NASA employee may nominate someone for an external award when the nominating procedures, established by the award sponsor, permit nominations from the general public. These nominations will be submitted directly from the nominating employee to the sponsoring organization. They will not be submitted through Center Incentive Awards Offices or the NASA Shared Services Center (NSSC). When the award nominating procedures specifically request an Agency approved nomination or otherwise restrict the number of Agency or organizational nominations, award nominations will be solicited at the Center level according to prevailing Center practices and forwarded through the NSSC to Headquarters for review and approval by the Administrator or designee. The NSSC will identify in their awards calls and on the External Awards Calendar which external awards are open to direct employee nomination and which require Headquarters level approval. Centers will inform the appropriate employees of the opportunity to nominate someone for an external award accordingly to their established practice.



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